

## **Waymakers – Dispute Resolution Services**

1221 East Dyer Road, Suite 120

Santa Ana, CA 92705

<https://waymakersoc.org/resolving-conflicts/>

### **COMPANY DESCRIPTION**

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Community members in conflict and juveniles exhibiting delinquent or disruptive behaviors which negatively impact others benefit from Waymakers mediation and restorative justice services. Trained volunteers and staff utilize flexible forums to find sustainable solutions which encourage positive change.

### **DUTIES & RESPONSIBILITIES**

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- Handles all communications necessary to get the disputing parties to the mediation.
- Conducts intake interviews with disputants.
- Has a basic understanding of alternative dispute resolution.
- Documents contact with clients on appropriate forms and make reports on the progress of cases.
- Provides resources and referrals as needed.
- Conducts phone conciliation as appropriate.
- Conducts all necessary follow-up with disputants, including preparing and sending copies of the mediation agreements as necessary.
- Keeps supervisor informed of activities, schedules, and problems.
- Assists with Special Projects as needed.
- Promotes best interest of agency.
- Must comply with Waymakers-DRS Ethical Service Standards.
- Disseminates information about the organization's program and services as assigned.
- Documents communication and conducts all necessary follow-up with referral contacts.
- Promotes mediation training in the community and with agencies and other groups as assigned.

### **QUALIFICATIONS & REQUIREMENTS**

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Requires excellent verbal and written communication skills, interpersonal skills, and organizational skills. Has a basic understanding of alternative dispute resolution.

Attends a minimum of 40 hours in-office training on the process of intake, case management, communicating with distressed clients, mediation principles and goals, and case follow-up.

Requires a reliable vehicle and personal automobile insurance as required by California Law.

### **TIME COMMITMENT**

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These are the requested periods of time by the employer

- 1-term (50-100 hours/10 weeks)

### **HOW TO APPLY & DEADLINE**

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Applying 4-6 months prior to academic term is preferred. Please send a current cover letter and resume to: [disputeresolution@waymakersoc.org](mailto:disputeresolution@waymakersoc.org)

**CONTACT INFORMATION**

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For More information please contact Kayla Milanowski at [kmilanowski@waymakersoc.org](mailto:kmilanowski@waymakersoc.org) or 949-250-4058 ext 347.. You can also visit their website at [website link](#).